POSITION DESCRIPTION VILAS COUNTY

SECTION I: GENERAL INFORMATION	DRAFT ☐ FINAL ☐
Position Title:	Department:
ADRC Specialist	Aging & Disability Resource Center
Immediate Supervisor's Position Title:	FLSA Status/Pay Classification Code:
ADRC Director	Non-Exempt
Original Description Date:	Revised Date:
November 2011	January, 2019
Oversight Committee:	Approved Date:
ADRC Governing Board	
Approved by:	Approved Date:
Personnel Committee	

Job Summary:

Provide the general public, but particularly adults who are elderly or have a disability, with information and assistance for a wide range of community resources; help inform and educate people about their options; assist in connecting them to programs and services, including public and privately funded options.

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 1. Fulfills a customer service role, with a goal of exceeding customer expectations, by ensuring that the consumer experiences a welcoming atmosphere. Uses strong interpersonal skills (professional greeting, warm tone, courteous and appropriate language, motivational interviewing techniques and active listening skills to build rapport with an unhurried attitude (over the phone, in person and via email).
- 2. Performs home visits at a time and place that best meets the consumer's schedule.
- 3. Gathers sufficient information to accurately identify and clarify inquirer's problems and needs, explores needs beyond the presenting problem, looking at short-term and long-term solutions, checking in with the inquirer and summarizing what they are requesting. Provides Options Counseling to customers.
- 4. Searches the Information and Assistance resource database, and other information resources to identify, evaluate and suggest potential programs and services.
- 5. Provides information about programs, services (public and private) and public benefits, makes referrals and, when needed, helps consumer get connected to appropriate services.
- 6. Assists individual in completing community resources applications, if needed. Maintain contact throughout the eligibility and enrollment process, and follow-up as needed.
- 7. Provides short-term service coordination according to ADRC policy.
- 8. Provides advocacy as needed.
- 9. Collects preliminary financial data (including medical and remedial expenses) and refers to Economic Support Unit for financial eligibility determination for publicly funded programs.
- 10. Participates in various transition activities designed to help youth who have a disability transition from school to the adult service system.
- 11. Participates in program development, marketing and outreach activities including representing the ADRC at public information fairs.
- 12. Participates in "on-call" for emergencies as advised by the Emergency Management Department. Assists with emergency planning activities such as registration, relocation and shelter for persons subject to disasters.
- 13. All other duties as assigned.

Documentation and Quality Assurance:

- 14. Maintains accurate and complete documentation in a timely fashion with objective notes in the I&A database.
- 15. Participates in prevention activities, support groups, classes and other initiatives, as required/and or recommended.

- 16. Administers the Long-Term Care Functional Screen to determine functional eligibility.
- 17. Completes required recordkeeping and ADRC activity reporting and 100% time reporting in a timely manner.
- 18. Participates in Quality Assurance/Quality Improvement projects and activities.
- 19. Arranges work schedule as necessary or directed to meet the program and consumer service needs.
- 20. Represents ADRC of Vilas County to the community at large through professional interaction, public speaking, media presentations, and participation in community advisory groups as requested.

Professional Growth and Development:

- 21. Participates in staff meetings and training activities, as required and/or recommended.
- 22. Complies with applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
- 23. Participates in on-going training, maintaining current knowledge to ensure compliance with federal and state regulations.
- 24. Adheres to the AIRS national standards.
- 25. Maintains the confidentiality of client information as required by State and Federal laws and regulations and professional practice standards

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SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS:				
A. Education/Knowledge:				
	⊠ Required □ Preferred □ N/A	Field of Study or Emphasis:		
☐ 2 Year College Degree	☐ Required ☐ Preferred ☐ N/A	Health and Human Services Related		
	□ Required □ Preferred □ N/A	Field or Registered Nurse in WI		
☐ Other:	☐ Required ☐ Preferred ☐ N/A	ricia di Registerea ivarse in Wi		
B. Licensure/Certification:				
□ Required □ Preferred □ N/A				
Obtain Functional Screen Certification within three (3) months of employment.				
Obtain AIRS Certification within one (1) year of employment.				
C. Required Work Experience:				
図 In addition to Education/Licensure	e ☐ Instead of E	Education/Licensure		
A. One to three years Social Services/Human Services/Aging experience is strongly preferred.				
B. Knowledge of Social Work practices and principals is preferred.				
C. Other significant and applicable experience will be considered.				
SECTION IV: ESSENTIAL SKILLS REQUIRED TO PERFORM POSITION:				
A. Valid WI driver's license, dependable transportation and appropriate auto insurance as necessary.				
B. Excellent typing skills, high proficiency with MS Office.				
C Excellent customer service phon	C. Fycellent customer service, phone, interviewing, and public speaking skills			

- Excellent customer service, phone, interviewing, and public speaking skills.
- D. Thorough and current knowledge of community resources and ability to coordinate with other agencies/professionals.

SECTION V: RESPONSBILITY FOR SUPERVISION OVER THE FOLLOWING POSITIONS:

Titles of Positions Supervised:	# of Employees:
N/A	

SECTION VI: JOB DESCRIPTION APPROVAL:

This position description reflects an accurate and complete description of the duties and responsibilities assigned to the position:

Employee Signature:	Date:
Supervisor Signature:	Date:
Human Resources Signature:	Date:

VILAS COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

This position description is intended to describe the general nature and level of work being performed by the person assigned to this job. It is not intended to be an exhaustive list of all responsibilities, duties and a skill required of the person so classified and may be subject to change by the County without notice.